

OREGON

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Oregon Consumers = 7,912



Fraud Complaints from Oregon Consumers = 4,756

Top Fraud Complaint Categories for Oregon Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,146	24%
2	Shop-at-Home/Catalog Sales	588	12%
3	Internet Services and Computer Complaints	575	12%
4	Foreign Money Offers	551	12%
5	Prizes/Sweepstakes and Lotteries	273	6%

¹Percentages are based on the total number of fraud complaints from Oregon consumers (4,756).

Amount Paid Reported by Oregon Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
4,756	\$2,793,274	3,530	74%	\$791

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Oregon consumers (3,530).

Top Oregon Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Portland	1,057
Eugene	255
Salem	248
Beaverton	210
Bend	152



Identity Theft Complaints from Oregon Victims = 3,156

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Bank Fraud ²	815	26%
2	Credit Card Fraud	814	26%
3	Phone or Utilities Fraud	568	18%
4	Employment-Related Fraud	242	8%
5	Government Documents or Benefits Fraud	185	6%
6	Loan Fraud	136	4%
	Other	705	22%
	Attempted Identity Theft	264	8%

¹Percentages are based on the 3,156 victims reporting from Oregon. Percentages add to more than 100 because approximately 19% of victims from Oregon reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Oregon Identity Theft Victim Locations

Victim City	No. of Victims
Portland	851
Salem	169
Eugene	158
Beaverton	145
Gresham	84